



Economic Growth, Tourism & Culture

Office of the Employer Advisor

ANNUAL REPORT

**for the period of
April 1, 2018 to March 31, 2019**

40 B Burns Avenue, P.O. Box 2000, Charlottetown, PE, C1A 7N8

Phone: 902-368-6132 Fax: 902-368-4382

www.princedwardisland.ca

This Annual Report highlights the accomplishments of the Office of the Employer Advisor for the period of April 1, 2018 to March 31, 2019.

About the Office of the Employer Advisor

The legislative authority for the Office of the Employer Advisor is contained in Section 85(1)(b) of the *Workers Compensation Act* and it became operational on February 16, 2004. The mandate of the Office is to assist PEI employers and employer associations with the statutory interpretation and application of both the *Workers Compensation Act* and the *Occupational Health and Safety Act*, as well as policies, procedures and practices of the Workers Compensation Board of PEI.

The Employer Advisor provides independent advice and assistance in the areas of claims management, classifications and assessments, workplace health and safety and appeals. Services available from the Office of the Employer Advisor include education and training, assistance and representation during the appeal process, research and analysis, along with information sharing. Operational funding is provided to the Department of Economic Growth, Tourism & Culture by the Workers Compensation Board of PEI through employer assessments levied by the board. There are no fees charged for our services and the Office operates independently of the Workers Compensation Board.

WCB Related Activity

The Office of the Employer Advisor represented a number of Island employers in the preparation and presentation of their appeals, or responses to Worker appeals, to both the Internal Reconsideration Officer and the Workers Compensation Appeal Tribunal. During the fiscal year fifty new files were opened and dealt with matters such as: claim procedure and acceptance, claim costs, new evidence, return-to-work and accommodation, re-employment obligations, appeal procedures, cost relief, pre-existing conditions, rate questions and experience rating. In addition numerous telephone and e-mail inquiries were handled from individual employers and employer associations on various aspects of both the *Workers Compensation Act* and the *Occupational Health and Safety Act* as well as board policies, procedures and practices.

The Employer Advisor submitted feedback on WCB Draft Policies that were presented for public consultation, as well as some proposed legislative changes. The Employer Advisor participated in regular Appeal Working Group (AWG) meetings with the Workers Compensation Board, the Worker Advisor and the WCAT Coordinator. These meetings are normally held on a monthly basis.

Professional Development

The Office of the Employer Advisor participated in teleconference calls with the other five members of the Canadian Association of Employer Advisors/Advocates throughout the year.

These teleconferences are typically held on a monthly basis, and provide an excellent opportunity for information sharing for Employer Advisors/Advocates regarding their programs, and developments in workers compensation in their respective jurisdictions.

The Employer Advisor attended numerous training sessions offered through the Public Service Commission. These sessions included: program evaluation, writing for government, project management basics, creating a respectful workplace, managing different generations in a diverse work environment, collaborative policymaking, diversity in the workplace, facilitating effective meetings, building collaborative strategies, financial management in PEI government, collaborative skills for resolving conflict, conflict resolution, negotiation techniques, policy development, records and information management (RIM), and workplace coaching,

Communications and Client Relations

The Office set up a booths at the Charlottetown Chamber Biz to Biz Expo, held October 17th, 2018, and on November 2nd, 2018 the Office participated in the annual WCB conference at the Delta hotel. We also had a booth at the Construction Association Expo, held March 1st, 2019, and made a presentation at the Charlottetown Chamber of Commerce “Lunch and Learn” on March 25th, 2019.

The Employer Advisor attended numerous other events in 2019, including: the TIAPEI Job Fairs, held March 9th, 2019 in Charlottetown, and April 13th in Stanley Bridge, as well as the SkillsPEI conferences on April 2nd, 4th, and 9th, in Charlottetown, Summerside, and Montague. We also had a booth at the WCB Occupational Health & Safety Conference on April 25th, 2019.

The Office also sent out letters to select employers in higher paying rate groups to provide information about the Office’s services.

During the fiscal year twelve issues of *The Employer Advisor* electronic newsletter were produced and circulated via e-mail to employers and their management staff, employer associations, public sector managers, and other interested parties. The Office continues to offer copies of our newsletter on its section of the website.

Respectfully submitted,



Erinn G. Moore,
Employer Advisor